

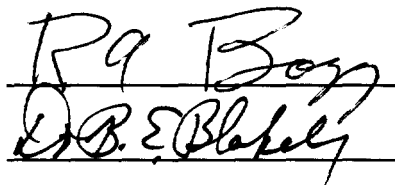
**Assisting Elderly Victims in the State of Indiana**

**An Honors Thesis (Honors 499)**

**by**

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**Thesis Directors**

Two handwritten signatures are written over two horizontal lines. The top signature appears to be 'R. A. Boy' and the bottom signature appears to be 'D. B. E. Blahely'.

**Ball State University**

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**April 30, 1991**

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## INTRODUCTION

The victimization of elderly citizens is a growing problem in the United States. Although crime statistics show that the elderly are victims of crime less often than are those in other age groups, the elderly are more vulnerable to and disproportionately damaged by crime than those in other age groups. Unless adequate services are provided to assist elderly victims, the problem of elder mistreatment will continue to increase.

The elderly are not only troubled by the crimes committed by strangers. A substantial number of thefts and assaults are committed by persons acquainted with, if not related to the elderly victim. The elderly suffer a considerable amount of injury, both physical and psychological, at the hands of the persons charged with their care.

Several states have passed laws aimed at preventing the abuse, neglect, and exploitation of the elderly. Federal legislation has also been introduced to provide states the funds necessary to establish programs to assist elderly victims. However, the planned federal legislation has yet to be passed, and financial assistance for states which assist elderly victims is far from adequate. The Subcommittee on Health and Long-Term Care of the Select Committee on Aging (U. S. House of Representatives, 1990) reported that an average of \$3.80 was spent on protective services for each elderly victim during 1989. During this same year an average of \$45.03 was spent on protective services for each child.

Without adequate funding, state programs aimed at detecting and treating cases of elder mistreatment will continue to suffer. In order to compensate for a lack of financial resources, existing programs must combine their efforts to combat elder mistreatment. Through cooperative efforts, existing agencies can create a network of support for elderly victims of abuse, neglect, and exploitation.

## **VULNERABILITY OF THE ELDERLY**

There are several reasons why the elderly are particularly vulnerable to criminal or abusive behavior. These reasons are related to physical, psychological, economic, and social aspects of the elderly person's life.

To begin with, because of decreased physical strength, the elderly are less able to escape threatening circumstances and to defend themselves when escape is no longer possible. Physical impairments may serve to decrease an elderly person's awareness of his/her surroundings; thus, the person may not be conscious of a threatening situation until it is too late to avoid conflict. Physical impairments and weaknesses create a lessened ability to resist crime and abuse of a physical nature.

Psychological trauma or losses can also serve to increase the vulnerability of the elderly. Psychological stress often coupled with diminishing mental ability can leave an elderly person wide open to exploitation by others. The elderly may be unable to make clear decisions and can easily become victims of fraudulent activities.

Economic realities play an important role in the vulnerability of the elderly. The elderly often live in neighborhoods with high crime rates. This may be due to the need to find a residence with low-rent. It may also be due to a reluctance to leave a neighborhood where one has lived for several years, even though the neighborhood has changed for the worse.

Reliance on public transportation or on walking to get around the community makes the elderly very visible and thus, more vulnerable. Waiting for and riding on buses and subways provide opportunities for victimization by those who prey upon patrons of mass transit.

Living on fixed incomes provides other dangers for the elderly. They are especially susceptible to get rich quick schemes feeling that it is a way out of economic hardship. The dates when monthly pension and benefit checks are received are well

known resulting in checks stolen from mail boxes, robberies, and purse snatchings. Surviving on fixed incomes, the elderly can be overwhelmed by any financial loss.

Social perceptions of the elderly also play a role in increasing vulnerability. Ageism serves to create a very negative image of the elderly. If society in general regards the elderly as worthless, then criminal and abusive behavior directed toward the elderly is less likely to be condemned.

In addition to the factors which make the elderly especially vulnerable to criminal activity, there are additional factors which make the elderly vulnerable to abusive behavior by caregivers. If an elderly individual is cared for by family members, then any elder abuse that occurs may be considered a family matter. Outsiders who detect such abuse, including professionals, may be reluctant to intervene.

A final problem is that the informal care system, according to Jordan I. Kosberg, is used as a panacea by those in the legal, social service, and health care systems (Kosberg, 1990). Family members may be ill-prepared to take on a caregiving role and may not be motivated to make necessary preparations. In an attempt to find a quick and inexpensive solution for the care of an elderly person, family members are called upon too quickly, without considering other care options which may be much more appropriate. Elderly persons may find themselves placed in an environment where they are unwelcome. Family members who resent taking on caregiving roles are more inclined to act in an abusive manner toward elderly dependents.

### **FORMS OF ELDER MISTREATMENT**

A consistent definition of elder mistreatment does not exist in either the research literature or the state laws established to combat elder abuse. The numerous studies of elder mistreatment have produced a variety of definitions of exactly what constitutes elder mistreatment. The inconsistency found in the research literature is carried over

to the state laws dealing with elder mistreatment. What is considered a type of elder mistreatment in one state may not even be mentioned in the legislation of another state.

The three main categories of mistreatment according to Dolon and Blakely (1989) are abuse, neglect, and exploitation. The first category, abuse, includes both physical and psychological abuse. Physical abuse is characterized by physical attacks upon the elderly person such as hitting, bruising, burning, and restraining. Sexual molestation should also be included in the category of physical abuse. Psychological or emotional abuse is characterized by verbal attacks upon the elder such as insults and threats. Psychological abuse can produce a great amount of fear and mental anguish on the part of an elder.

The second category, neglect, can be divided into two forms: passive and active. Passive neglect occurs when the elderly person is left alone or forgotten. This can create serious problems if the elderly person is unable to properly care for himself/herself (e.g. may be unable to obtain necessary medical care). In the case of passive neglect, the abuser is generally unaware that neglect is occurring. This may be due to the abuser's lack of intelligence. However, it more often is due to the abuser's failings as a caregiver for the elderly person.

Active neglect occurs when the needs of the elderly person are intentionally ignored. Withholding daily necessities such as food, medicine, and bathroom assistance would be considered active neglect. In this situation the abuser is well aware of the suffering caused by not fulfilling the role of caregiver.

The third category, exploitation, can occur in different forms. An elderly person may be exploited financially when funds available for an elder's care are used elsewhere at the expense of an elder's health and comfort. Material theft may also occur, robbing an elderly person of valuable items which he/she may not be able to

replace. Some form of legal exploitation may also be present. The rights of an elder might be violated by a caregiver in an attempt to gain control of an elder's money or property. The wishes of an elderly person may be completely ignored by a caregiver(s), thus forcing an elder to deal with unfavorable situations (e.g. moving to a nursing home).

In 1985, the state of Indiana enacted the Adult Protective Services Law in order to protect older or disabled persons from abuse, neglect, or exploitation. The types of abuse covered by Indiana law include physical abuse, neglect, and exploitation. The law does not cover psychological abuse, but does cover sexual abuse as a separate category from physical abuse. Because sexual abuse is an obvious physical attack it is not necessary to separate the two: physical abuse and sexual abuse. Sexual abuse should be recognized as part of the physical abuse category.

#### **EXPLANATIONS OF ELDER MISTREATMENT**

Criminal behavior directed toward the elderly can be explained within the general nature of crime. The elderly are victimized because they are recognized as being very vulnerable. Criminals prey upon the elderly for the same reasons they prey upon younger persons: both groups are relatively defenseless against criminal attacks.

Explaining mistreatment of the elderly by caregivers is a more complicated task. The varied definitions of elder mistreatment have provided for various theoretical explanations. In an article entitled "Assistance to Victims of Crime and Abuse," Jordan I. Kosberg (1990) provides a summary of potential causes of elder abuse. This summary is not an exhaustive listing, but it does provide an accurate review of existing theories.

### **Psychopathology Model**

An elderly individual may be mistreated by a caregiver who exhibits abnormal or deviant behavior. The caregiver's behavior may be the result of drug addiction, alcoholism, or mental illness. Due to innate mental deficiencies or substance abuse, the caregiver may become incapable of making appropriate judgments in the role of caregiver.

### **Sociological Approach**

The sociological interpretations of child abuse examined by Gelles (1973) can be applied to elder mistreatment. Lacking the ability to resist physical force and to engage in much meaningful social interaction, the elderly just like children are vulnerable to abuse. The elderly, much like children, can create stress by imposing economic and emotional hardship upon caregivers.

### **Social Exchange Theory**

According to social exchange theory, social interaction is an exchange of rewards and punishments. In their relationships with others, individuals attempt to maximize their rewards while minimizing punishments or costs. Individuals can become frustrated when actual costs exceed the expected costs of social interaction. Within this context, the relationship between caregiver and elderly dependent easily lends itself to conflict. "Caregivers tend to accumulate an excess of costs over rewards" (Dolon and Blakely, 1991:21). The frustration that develops out of an imbalance between costs and rewards can lead to mistreatment of an elder on the part of a caregiver.

### **Life Crisis Model**

The life crisis model claims that substantial, life-changing events rather than daily frustrations lead to incidents of abusive behavior. Physical illnesses, accidents, or injuries can produce changes which may require a complete readjustment in the

caregiver's lifestyle. Changes of such a magnitude can decrease a person's ability to handle the role of caregiver and can increase the possibility of irrational behavior.

### **Social-Structural Theory of Family Violence**

This theory focuses in part on the socialization of aggression: the idea that violence serves to breed more violence. The more severe the punishments by the parents, the more aggressive the children become in their actions. If violent behavior is a normal part of family interactions, then it is not surprising to find abusive behavior on the part of a caregiver.

The power structure of the family also plays a part in family violence. "Each family has a hierarchy of interpersonal relationships with superordinate and subordinate roles" (Kosberg, 1990:461). The power structure of the family is based in part on the power structure of the larger society. If society as a whole condones the mistreatment of any dependent population, such as the elderly, then abuse of an elderly dependent within the family is much more likely to be tolerated.

### **Intergenerational Conflict**

Conflict between generations can be brought about by various circumstances. Long standing personality conflicts may become worse in the passing years. Failure to redefine family roles or to cope with an elder's chronic disease can produce stress for a caregiver and his/her family. Faced with the challenge of caring for their own children, caregivers may find themselves overwhelmed by the additional duties required as caregivers for elderly parents.

### **ASSISTING THE ELDERLY VICTIM**

The Adult Protective Services Law in Indiana is intended to protect all persons who may be considered "endangered adults." According to the Adult Protective Services Law, an endangered adult is any person eighteen years of age or older who:

1. Is incapable of managing his property or caring for himself or both by



reason of insanity, mental illness, mental retardation, senility, habitual drunkenness, excessive use of drugs, old age, infirmity or other incapacity and

2. Is harmed or threatened with harm as a result of neglect, battery, or exploitation of the individual's personal services or property. (Adult Protection Services, 1990)

Adult Protective Services Units have been established throughout Indiana in order to investigate reports of elder mistreatment and to offer the necessary medical and social services. Knowing the appropriate agency to contact for a particular service is an essential element in satisfying the needs of victims. Building a network of referrals is not an easy task for the Adult Protective Services (APS) worker; however, a determined effort to establish such a network ultimately benefits both the APS worker and the endangered adult by creating a more effective means of assisting victims.

In order to measure the cooperative efforts between APS and other social service agencies in the state of Indiana, a survey was developed to examine the quality of the working relationships between APS and victim assistance programs. A copy of the questionnaire and the cover letter which accompanied it appears in the Appendix.

The focus of the questionnaire is to learn more about the services available for elderly victims in the state of Indiana. In addition the questionnaire examines the working relationships between Adult Protective Services and victim assistance programs. The questionnaire was sent to the twenty Indiana victim assistance programs listed in the National Directory of Victim Assistance Programs and Resources.

In addition to the questionnaires, personal interviews were conducted with victim advocates and APS workers. Four victim advocates representing programs in three different cities were interviewed. The interviews with APS workers were

conducted during a single office visit and ride-along with an APS case manager. The ride-along consisted of four separate home visits. Two of these cases involved self-neglect and the remaining two involved neglect on the part of the caregivers. The information obtained from all the interviews was used to help ensure the questionnaire accurately measured the opinions of representatives of victim assistance programs.

Thirteen of the twenty victim assistance programs returned completed questionnaires. Nine of these victim assistance programs are based in prosecutors' offices and the remaining four are based in police departments. Due to the small sample size, no statistical tests were performed to compare prosecutor and police based programs. The services provided by these programs are summarized in Table 1. The services are arranged in descending order from those occurring most frequently to those occurring less frequently.

Respondents from the victim assistance programs reported that referring victims to community agencies is the service most frequently provided. However, referrals are not regarded as the most helpful service provided for victims. In response to Item 4 on the questionnaire: "what is the most helpful service which your organization provides for victims?," a majority (8 out of 13) of victim advocates listed criminal justice advocacy as the most helpful service. Furthermore, the majority of the services provided by victim assistance programs directly involve the legal system. Successful navigation within the legal system requires a great amount of time and effort on the part of victim advocates. Other services, such as counseling and public education, suffer due to the large amount of energy expended on working through legal procedures.

In making initial contacts, phone calls are most often used by victim assistance programs. Form letters are the next most common type of initial contact followed by personal visits to the victim assistance office. These three methods of contact present

some specific problems for the elderly. Physical impairments or injuries may interfere with attempts to contact the elderly. Poor hearing and eyesight tend to make phone contacts and correspondence by mail very unproductive. Reduced mobility is a problem for the elderly which would hinder efforts to visit victim assistance program offices.

Regardless of their physical condition, the elderly who are being victimized are generally under severe emotional and psychological stress. The elderly victim is commonly embarrassed that the abuse is occurring especially when the perpetrator is a close family member. A victim may blame himself/herself for the abuse, making it even less likely that he/she will admit there is a problem.

The support and reassurance needed for a victim to openly admit a problem and seek help generally cannot be provided by phone calls or letters from victim advocates. What is needed is personal contacts between victims and victim advocates. In order to achieve this goal, victim advocates need to increase outreach efforts within their communities. Victim advocates must take the trouble to go out and make personal contacts with the elderly who otherwise will not receive any assistance.

The answers to Items 6 and 7 provide an idea of the amount of contact the victim assistance programs have with elderly victims. The elderly generally make up a rather small percentage of the total number of victims served. Figures on the number of victims served were provided by ten of the thirteen programs. The number of elderly victims served in the past program year ranged from 4 to 100. Elderly victims accounted for a range of 1.0 to 15.0% of the total number of victims served by the programs.

The remaining items on the questionnaire examine the working relationships between APS and victim assistance programs. The frequency of contact between victim advocates and local APS investigators is examined in Item 8. All the victim

advocates reported some measure of contact with APS. The average rating was 3.38, which places the average amount of contact somewhere between the categories "About once per month" and "A few times per year or less." The mode was a rating of 4: contact with APS a few times per year or less.

**TABLE 1: SERVICES PROVIDED BY VICTIM ASSISTANCE PROGRAMS**

Rating Scale: 5=Daily 4=Weekly 3=Monthly 2=Less than monthly 1=Never

<u>Service Provided</u>	<u>Average Rating</u>
Referral to Community Agencies	4.62
Case Status Update	4.54
Follow-up Contacts	4.38
Criminal Justice Advocacy	4.15
Victim Compensation Assistance	4.00
Witness Notification	3.85
Crisis Intervention	3.46
Personal Advocacy	3.46
Victim Restitution Assistance	3.38
Counseling	3.31
Public Education	3.15
Witness Escort	2.92

Section II of the questionnaire asks for the victim advocate's opinions about APS in Indiana. The responses to these assessment items are summarized in Table 2. The information in Table 2 shows that the majority of victim advocates responding to the assessment items have favorable working relationships with APS investigators.

However, victim advocates appear unaware of exactly what work is done by APS investigators. In general, victim advocates feel that APS investigators do a good job of protecting the elderly, but they are not aware of the mechanics and extent of APS investigations.

Section III of the questionnaire begins with a question on the need for in-service training on APS laws. Eight of the thirteen victim advocates feel that in-service training would be helpful for employees of victim advocate programs. Four victim advocates are not sure whether in-service training would be helpful. The remaining respondent failed to answer this item. In-service training would benefit both the APS investigators and the victim advocates. The majority of victim advocates are aware of the fact that increased knowledge of the duties of APS investigators would serve to enhance cooperation between employees of the victim advocate programs and the APS system.

In-service training is only one way for improving cooperation between APS and victim assistance programs. Victim advocates also suggest that arranging more frequent personal meetings between representatives of the two programs would be helpful. Such meetings could be used to discuss current cases and changes in laws which apply to the elderly. One victim advocate suggests that follow-up contacts between the two programs would enhance cooperation. Victim advocates would like to know the outcome of the cases they refer to APS.

In Item 3 of Section III, victim advocates are asked to rate the overall effectiveness of the APS system in combating elder abuse, neglect, and exploitation. Six of the thirteen respondents gave the answer "Don't know." This is not surprising when considering the general lack of knowledge about the work performed by APS investigators.

General suggestions for improving the quality of services for elderly victims

were provided by only seven of the thirteen respondents. The majority of respondents recommended that additional APS staff should be hired. Other suggestions included establishing more assistance programs specifically for the elderly and increasing efforts to educate the public about APS.

One victim advocate claimed that the local APS investigator does such an outstanding job that there presently is no need for improvement. This respondent reported that good communication has established a strong working relationship between the two programs.

### CONCLUSIONS

The results of the survey show that communication between the APS system and victim assistance programs does exist. However, there is obvious room for improvement. Building cooperative efforts between the two programs through activities such as in-service training would help to establish a more effective means of assisting elderly victims.

Successfully establishing a network of support between the two programs is a difficult task in light of the lack of funding available for the two programs. The APS system itself is plagued by excessive caseloads which impose a great burden on the APS investigators. The concerns of APS investigators in regard to working relationships between victim advocate programs and APS have yet to be examined. Questions concerning the work of APS investigators need to be answered in order to get a better picture of what types of efforts will improve cooperation between the two programs.

This study provides a preliminary investigation of working relationships between victim advocate programs and APS. It is based on the information provided by thirteen respondents who represent 65% of the victim advocate programs in Indiana. By examining this information, ways of improving cooperation between the

employees of the two programs can begin to be developed.

Cooperative efforts between the APS system and victim assistance programs will require greater sacrifice on the part of staff from both organizations. In-service training, follow-up contacts, and regular meetings between the two programs would serve to increase cooperation. Ultimately, cooperative efforts will create a more efficient and complete means of assisting elderly victims of abuse, neglect, and exploitation.

**TABLE 2: ASSESSMENTS OF ADULT PROTECTIVE SERVICES BY VICTIM  
ADVOCATES**

\* N = 13

<u>Assessment Items</u>	<u>Percent Agree</u>	<u>Percent Undecided</u>	<u>Percent Disagree</u>	<u>Percent Don't Know</u>
1. Frequently, I don't bother to contact adult protective services because I doubt that the local investigator will be helpful.	0.0	7.7	<u>76.9</u>	15.4
2. I usually have no trouble in getting in touch with a local APS investigator.	<u>69.2</u>	0.0	23.1	7.7
3. In general, I enjoy an effective working relationship with the local APS investigator.	<u>61.5</u>	15.4	7.7	15.4
4. I think that Indiana's APS laws do a good job of protecting elderly citizens from abuse, neglect, and exploitation.	7.7	<u>53.8</u>	15.4	23.1
5. The local APS investigator is well-informed about the law.	<u>46.2</u>	7.7	0.0	<u>46.2</u>
6. The local APS investigator does a good job of following up on cases of elder abuse and neglect after initial investigations have taken place.	30.8	23.1	0.0	<u>46.2</u>
7. One of the problems with adult protective services is that it takes too long for APS investigators to get things done.	15.4	23.1	15.4	<u>46.2</u>



8. The local APS investigator thoroughly investigates cases of suspected elder abuse and neglect.	30.8	15.4	7.7	<u>46.2</u>
9. The local APS investigator demonstrates good working knowledge of court procedures.	30.8	15.4	7.7	<u>46.2</u>
10. The local APS investigator is well-informed about governmental regulations which apply to the elderly.	<u>38.5</u>	23.1	0.0	<u>38.5</u>
11. I feel that the local APS investigator is overloaded with work.	<u>38.5</u>	30.8	0.0	30.8
12. I believe that the local APS investigator is an effective advocate for elderly victims of abuse, neglect, or exploitation.	<u>38.5</u>	30.8	0.0	30.8
13. The APS investigator keeps up to date with changes in the laws which apply to elderly citizens.	30.8	15.4	15.4	<u>38.5</u>
14. Adequate services are available in my area to deal with the problems of elder mistreatment.	<u>30.8</u>	23.1	23.1	23.1

\* N = 13

**Appendix:**

**Cover Letter and Questionnaire for Victim Assistance Programs**



# Ball State University

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College of Sciences and Humanities  
Department of Sociology

April 4, 1991

Dear Victim Advocate,

I am Michael Selsor, a senior at Ball State University. The enclosed questionnaire is an essential part of my research on elder mistreatment. This study will serve as my Senior Honors Thesis which has to be completed by April 28, 1991.

The focus of the enclosed questionnaire is to learn more about the services available for elderly victims in the state of Indiana. In addition, the questionnaire examines the quality of the working relationships between Victim Assistance Programs and Adult Protective Services in Indiana. The information you supply will be included in a statewide study which will provide recommendations for improving services for victims of elder mistreatment.

It will take less than ten minutes to complete the questionnaire. A prepaid envelope has been provided for mailing. Any questions about this survey can be answered by calling (317) 747-9409. Thank you for your time and your cooperation.

Sincerely,

Michael A. Selsor

[MS/lrw]

**QUESTIONNAIRE  
HELPING ELDERLY VICTIMS**

**SECTION I. OCCUPATIONAL INFORMATION**

1. County in which you work: \_\_\_\_\_
2. Please indicate which type of host agency serves as a sponsor for your particular victim assistance program. (Circle the appropriate number.)

Police Department..... 1  
Prosecutor's Office..... 2  
Other (please specify): \_\_\_\_\_ 3

3. Services which are usually provided by victim assistance programs are listed below. Please indicate how frequently your organization delivers each of these services. (Circle the appropriate number.)

RATING SCALE: 5=Daily 4=Weekly 3=Monthly 2=Less  
than monthly 1=Never

1) Crisis Intervention.....	5	4	3	2	1
2) Personal Advocacy.....	5	4	3	2	1
3) Counseling.....	5	4	3	2	1
4) Victim Compensation Assistance...	5	4	3	2	1
5) Witness Notification.....	5	4	3	2	1
6) Public Education.....	5	4	3	2	1
7) Criminal Justice Advocacy.....	5	4	3	2	1
8) Victim Restitution Assistance....	5	4	3	2	1
9) Witness Escort.....	5	4	3	2	1
10) Case Status Update.....	5	4	3	2	1
11) Referral to Community Agencies...	5	4	3	2	1
12) Follow-up Contacts.....	5	4	3	2	1

4. In your opinion, what is the most helpful service which your organization provides for victims?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

5. Please indicate which methods are used by your agency in making initial contacts with victims. (Circle the appropriate number.)

RATING SCALE: 4=Often 3=Sometimes 2=Seldom 1=Never

1) Form letter.....	4	3	2	1
2) Phone call.....	4	3	2	1
3) Personal visit.....	4	3	2	1
4) Other (please specify) _____	4	3	2	1

\_\_\_\_\_

6. Total number of victims which were served by your agency in the past program year. (Give an estimate if exact figures are not readily available.): \_\_\_\_\_

7. Total number of elderly victims, aged 60 or over, which were served by your agency in the past program year. (Give an estimate if exact figures are not readily available.):
- 
8. How frequently do you come into contact with the local Adult Protective Services (APS) investigator or investigators? (Circle the number which best describes your experience.)
- About once per week or more..... 1  
 A few times per month..... 2  
 About once per month..... 3  
 A few times per year or less..... 4  
 Never..... 5

## SECTION II. YOUR OPINIONS ABOUT ADULT PROTECTIVE SERVICES

In response to each of the statements below, please express your views by circling one of the following answers:

Strongly agree = SA	Disagree = D
Agree = A	Strongly disagree = SD
Undecided = U	Don't know = DK

- |  |    |   |   |   |    |    |
|--|----|---|---|---|----|----|
| 1) I usually have no trouble in getting in touch with a local APS investigator.  | SA | A | U | D | SD | DK |
| 2) In general, I enjoy an effective working relationship with the local APS investigator.  | SA | A | U | D | SD | DK |
| 3) The local APS investigator keeps up to date with changes in the laws which apply to elderly citizens.   | SA | A | U | D | SD | DK |
| 4) Frequently, I don't bother to contact adult protective services because I doubt that the local investigator will be helpful.                  | SA | A | U | D | SD | DK |
| 5) I feel that the local APS investigator is overloaded with work.   | SA | A | U | D | SD | DK |
| 6) I think that Indiana's APS laws do a good job of protecting elderly citizens from abuse, neglect, and exploitation.                           | SA | A | U | D | SD | DK |
| 7) The local APS investigator is well-informed about government-al regulations which apply to the elderly.                                       | SA | A | U | D | SD | DK |
| 8) One of the problems with adult protective services is that it takes too long for APS investigators to get things done.                        | SA | A | U | D | SD | DK |
| 9) The local APS investigator does a good job of following up on cases of elder abuse and neglect after initial investigations have taken place. | SA | A | U | D | SD | DK |

- |  |    |   |   |   |    |    |
|--|----|---|---|---|----|----|
| 10) The local APS investigator thoroughly investigates cases of suspected elder abuse and neglect.                             | SA | A | U | D | SD | DK |
| 11) The local APS investigator demonstrates good working knowledge of court procedures.  | SA | A | U | D | SD | DK |
| 12) I believe that the local APS investigator is an effective advocate for elderly victims of abuse, neglect, or exploitation. | SA | A | U | D | SD | DK |
| 13) The local APS investigator is well-informed about the law.   | SA | A | U | D | SD | DK |
| 14) Adequate services are available in my area to deal with the problems of elder mistreatment.                                | SA | A | U | D | SD | DK |

SECTION III. STRENGTHS, WEAKNESSES, AND NEEDS FOR IMPROVEMENTS IN THE APS SYSTEM

1. Do you think in-service training on APS laws and procedures would be helpful for employees of your organization. (Circle the number of the answer which best describes your opinion.)

Yes ..... 1  
 Not sure ..... 2  
 No ..... 3

2. In what ways do you think higher levels of cooperation could be achieved in relationships between adult protective services and victim assistance programs?

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3. How do you rate the overall effectiveness of the local APS system in combating elder abuse, neglect, and exploitation? (Circle the number of the answer which best describes your opinion.)

a. Very effective ..... 1  
 b. Somewhat effective ..... 2  
 c. Not very effective ..... 3  
 d. Not at all effective ..... 4  
 e. Don't know ..... 5

Comments: \_\_\_\_\_

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4. In general, do you see any ways of improving the quality of services available for victims of elder mistreatment? If so, please provide your recommendations.

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THANK YOU VERY MUCH FOR YOUR ASSISTANCE!

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